THE MINISTER OF STATE IN THE MINISTRY OF EXTERNAL AFFAIRS (SHRI K. NATWAR SINGH): (a) Yes, Sir.

(b) No, Sir.

Setting up of technology information forecasting and assembly council

1610. SHRI RAJNI RANJAN SAHU: Will the PRIME MINISTER be pleased to state:

(a) whether Government propose to set up Technology Information Forecasting and Assembly Council; and

(b) if so, the details thereof?

THE MINISTER OF STATE IN THE MINISTRY OF SCIENCE AND TECHNOLOGY AND THE MINISTER OF STATE IN THE DEPARTMENTS OF OCEAN DEVELOPMENT, ATOMIC ENERGY, ELECTRONICS AND SPACE (SHRI K. R. NARAYANAN): (a) and (b) A Technology Information, Forecasting and Assessment Council (TIFAC) is being set up as an autonomous body under the Department of Science and Technology. The Council consists of 21 members drawn from concerned Central Government Ministries/Departments, scientific agencies and non-official members representing academic institutions, industry and other related interests.

The TIFAC will promote technology forecasting and assessment activities in cross-sectoral areas, high volume products and services. New materials, Micro-electronics, New Energy Sources and Biotechnology are among the cross-sectoral areas TIFAC studies would be concerned with.

Public grievances cells

1611. SHRI CHIMANBHAI MEHTA:
SHRI RAMSINGBHAI PATALIYABHAI RATHVAKOLI:

Will the PRIME MINISTER be pleased to state:

(a) the total number of cases of public grievances attended to by various ministries of the Union Government and the number of cases disposed of during the last year; and

(b) whether it is a fact that active cells of public grievances are likely to reduce the litigations and save time and money both on the part of Government as well as of the public; if so, what action is proposed to be taken to make the public grievance cell more active with the details thereof?

THE MINISTER OF STATE IN THE MINISTRY OF PERSONNEL, PUBLIC GRIEVANCES AND PENSIONS AND THE MINISTER OF STATE IN THE MINISTRY OF HOME AFFAIRS (SHRI P. CHIDAMBARAM): (a) As per the information received from various Ministries during the period April, 1987 to December, 1987 a total number of 1,51,692 grievances had been received by them and 1,28,065 disposed off.

(b) Yes Sir, action has been taken for strengthening the machinery for redressal of the public grievances with the objective of increasing citizen satisfaction. In this regard a statement is enclosed.

Statement

Arrangements for redress of public grievances have been made generally in all Ministries/Departments. However, to further strengthen the existing system, it has been decided to take the following steps:

(i) A Directorate of Public Grievances will be set up under the Cabinet Secretariat w.e.f. 1-4-1988. To begin with, the Directorate's ambit will cover the Ministries/Departments of Railways, Posts and Telecommunications, and the Banking Division of the Department of Economic Affairs. Further expansion to cover other Ministries and Public Sector Undertakings will be decided in the light of experience gained. Subject to certain exceptions, the Directorate will take up the complaints selectively afer satisfying itself about the *bona fides* of the complainant and keeping in view the gravity of the subject matter of the grievance. The Directorate will be given authority to call